

## **Complaint Regarding DTE's Tactics and Behavior**

(As submitted to the Michigan Public Service Commission)

Though I've had an AMI meter for some time I'd like to document DTE's past egregious behavior.

My neighborhood was scheduled early in the conversion process. My old analog meter was protected from easy access by a locking mechanism that covered the meter - but the meter was never tampered with. I had the lock installed because DTE initially told me I would be put on a deferred list but an installer came out the very next day. Luckily I was home and stopped the process. I knew then DTE was not to be believed and I took action to insure my protection - still consistent with being on the deferred list.

Later, on several occasions (the last being 8-6-15) DTE sent letters threatening power shut-off unless I called them immediately and make an appointment for the installation of the new AMI meter. I made an appointment and I wanted to be present when DTE did the meter conversion so I could see what was being done - and properly turn off sensitive electronics and appliances. DTE did not honor the appointment day. I was not home when they forcibly removed my locking mechanism doing damage to my residence (8-11-15). And they apparently confiscated the lock and mechanism (valued at about \$100). Mr. McCormick, AMI manager of DTE, denied they took this material. I filed a complaint with DTE but never received compensation for the damage to my residence nor for the lost materials.

In their arrogance, DTE's threatening letter described how my meter lock was a hazard to my neighborhood. But when they forcibly installed their AMI meter they also installed a heavy-duty lock on the meter box. So either there was no real hazard or they feel they are immune from any consequences attributable to the hazard.

I have always been a customer in good standing, always paying my bills on time and in full. I support all legislative attempts to empower customers to have a choice over meter type. There is much hype about the AMI meters but the old analogs were completely reliable, better constructed with a longer life span, and far less susceptible to lightening strikes and other environmental disturbances. And analogs guarantee the security and privacy of personal data. No behavioral profiling or hacking is possible.

And when my analog meter was locked-up I reported my meter readings at the DTE website to demonstrate how easy that was done and to show that AMI meters were unnecessary.

In summary, DTE has shown repeatedly their word is not to be believed. They disregard commitments and appointments. They use threatening and bullying tactics and forcibly disregard property rights causing damage to one's residence; and engage in unlawful confiscation of property without compensation. Had they not been able to remove my locking mechanism I believe they would have cut my power - despite being fully up-to-date in my payments.

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